

Missouri Reentry Process (MRP)

Referral Process

Toolbox 2.0 Desk Aid

Corrections staff process

The referral process is a three step process.

1. Corrections staff will initiate a referral.
2. DWD staff will accept the appointment or reassign it.
3. Corrections will inform the offender of the referral. This guide will address all three steps with instructions for Corrections, DWD and again for Corrections.

NOTE: By clicking in the boxes and pressing F1, you access a help box for each item. As of document creation, help screens were incomplete. Therefore, screen shots do not include the help screen. Corrected text is included.

Corrections Appointments

NOTE: Before establishing an appointment, the offender must have an active registration.

Toolbox 2 (Test (ttest)) - Seeker Data Entry

File Edit Navigation Utility MO Utility Window Help

Seeker Entry Screen - WALTER MERRITT 111)

Basic Vet/Mig Desired Emp Job Info Emp His Education Eligibility Skills

Pseudo Last Update: 03/12/08

SSN: Date: 11/27/01 Entered By: RODNEY HENRY

Name: WALTER MERRITT

Address Line 1 Address Line 2 City St Zip

Mailing Address: 421 E DUNKLIN JEFFERSON CITY MO 65109

Street Address:

Email Address: jfox@gmail.com

Phone Numbers: Home: 816 281 3000 Cell: 573 Work: 573 Other: 573

Date of Birth: 12/26/1947

Citizen: Y Gender: M

Refugee: N Alien Reg Number: A

Asylee: N Refugee Entry Date:

Homeless: N Asylum Granted Date:

Hispanic/Latino: N

Race Codes: W

Save Cancel

Transaction complete: 1 records applied and saved.

Record: 1/1 <OSC>

Figure 1: Basic Seeker Entry Screen

Search for the Career Center office where customer will be referred.

Step-by-Step:

- 1) Click on "MO Utility" menu. (A drop down box will display.)
- 2) Select "Busy Search" option

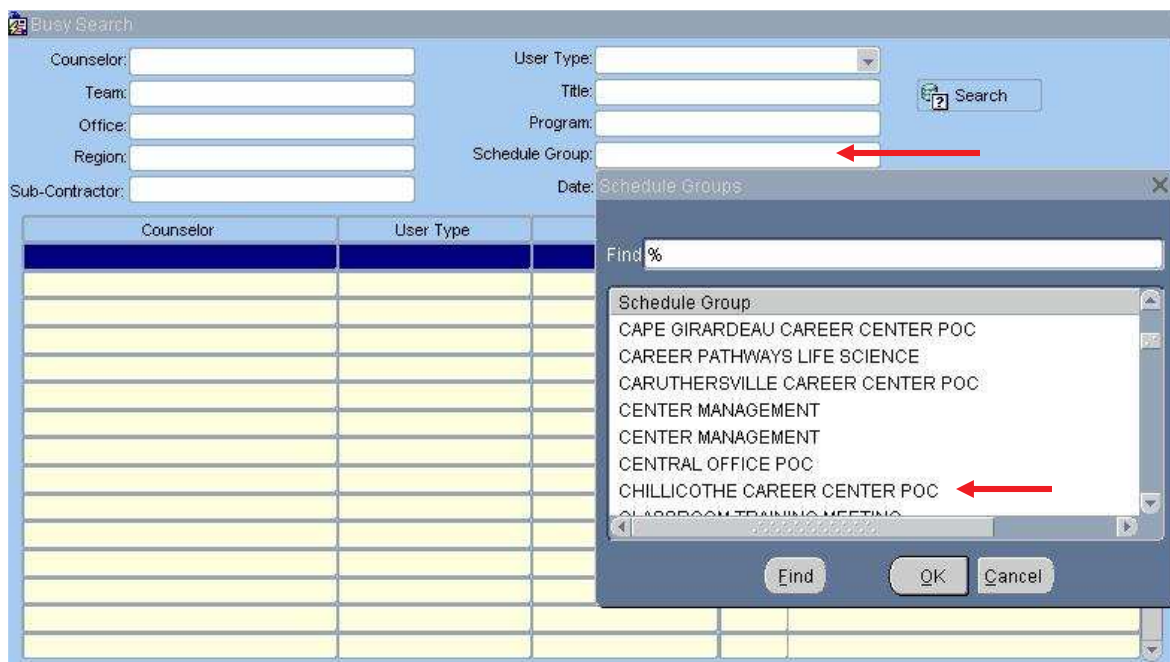


Figure 2: Busy Search

Step-by-Step:

- 1) Double click in the “Schedule Group” field.
- 2) A list of Career Centers, programs and individuals will display. Select a Career Center that ends with “POC”, (i.e. Chillicothe Career Center POC).

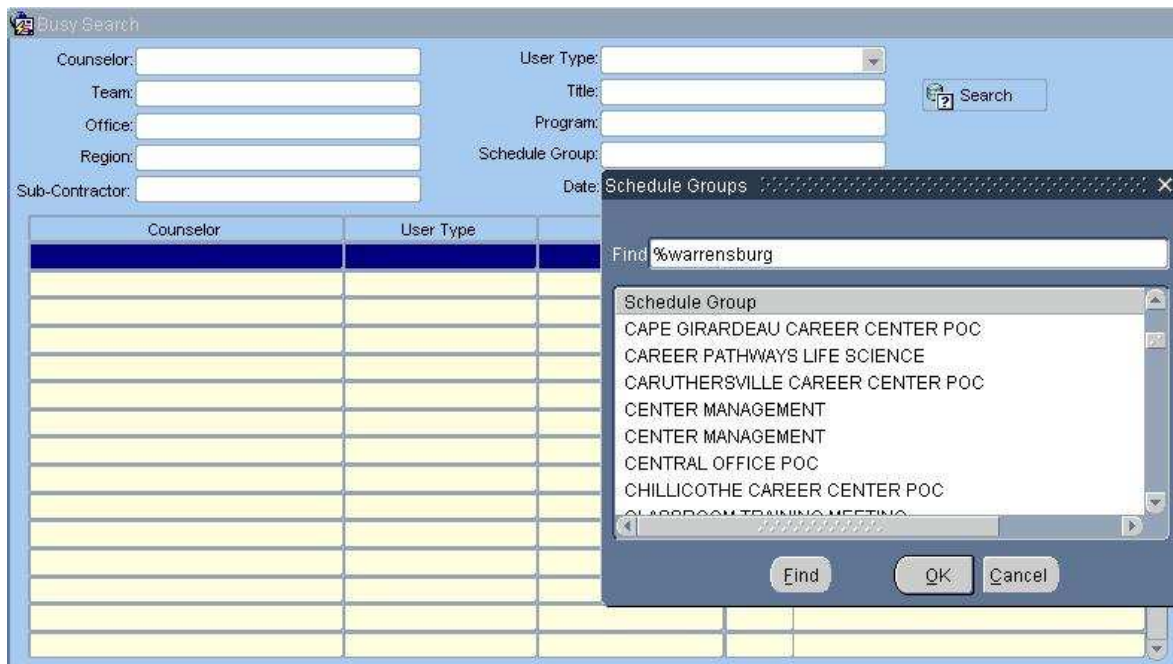


Figure 3: Busy Search

Step-by-Step:

- 3) In the Find text box, type the name of the desired Career Center.
- 4) Click the Find button.
- 5) Click the OK button.
- 6) Click on the Search button.

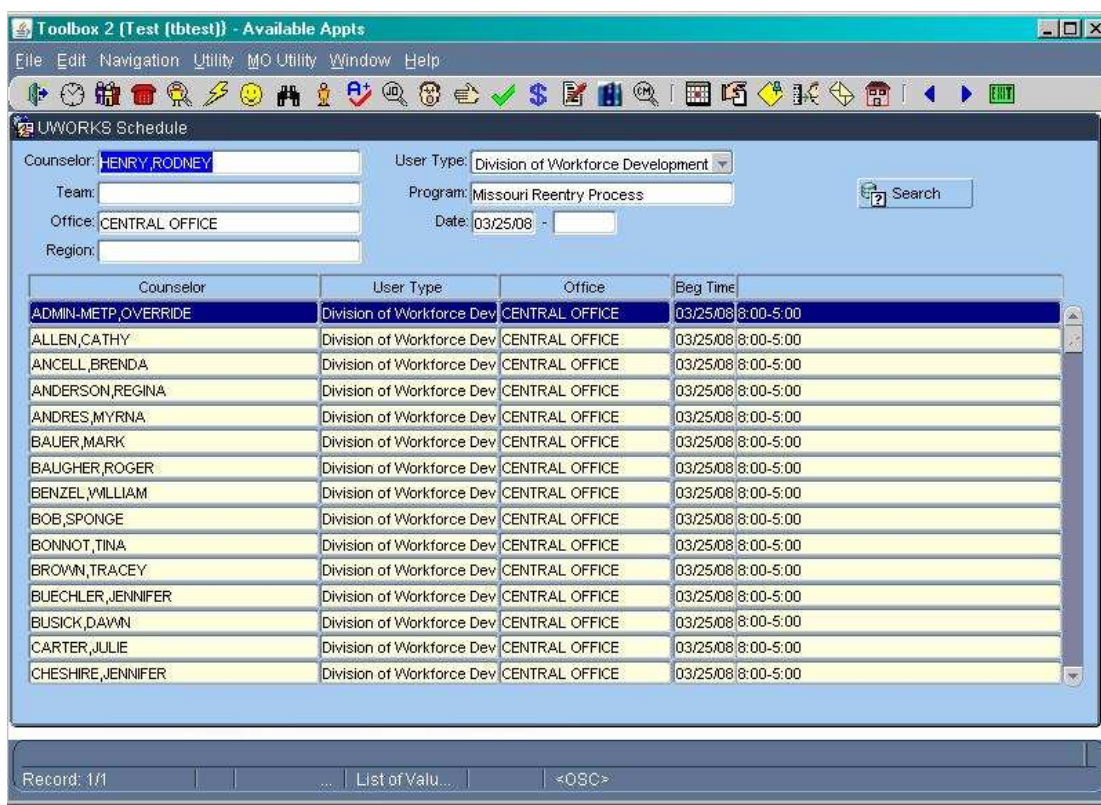


Figure 4: Counselor Search Results

Select the MRP Counselor to whom the offender is being referred at the Career Center office.

Step-by-Step:

- 1) Select the name of the appropriate individual.
- 2) Double click to select the name of the appropriate individual.

Note: only the names of individuals who have been selected by DWD to process the referrals will show when this function is complete. Names will be displayed multiple times if the individual has login capabilities at multiple Career Centers.)

Create an appointment for the Counselor to meet with the offender

Toolbox 2 (Test (ttest)) - Available Appts

File Edit Help

UWORKS Schedule

Counselor: HENRY, RODNEY

Team:

Office: CENTRAL OFFICE

Region:

Counselor

HAKE, ANGIE

HAKE, GILBERT

HENRY, RODNEY

HILL, ELISHA

HITE, KATIE

HOLTMEYER, RITA

HORMAN, DARLA

HUHMANN, MYRA

JACO, JERIANE

JOHNSON, JACQUILIN

JOHNSON, LISA K.

JONES, CATHERINE

JONES, MICK

KELLEY, LARRY

KENNON, KURTIS 'RIDGE'

Appointments

Created By: RODNEY HENRY

Appt For: RODNEY HENRY

Appt Type: Assessment Appointment

Subject:

Seeker SSN: 111 Name: WALTER MERRITT

Location:

Date: 03/26/08 Autodate

Time: 10:00am Duration: 1 Hour

Comments:

☐ Cancel Appointment ☐ Create Correspondence

☐ No Show

Generate Appt Notice Del Appt Add Task Note Save Cancel Close

Record: 133/188 <OSC>

Figure 5: Appointment Box

The following fields will be pre-populated:

- Created By
- Appt For
- Date
- Duration

NOTE: It is important not to press “Enter” on your keyboard. Doing so will close the screen.

Step-by-Step:

- 1) Double click in the “Appt Type” field.
- 2) Click to select “Assessment Appointment” from the list of values.
- 3) Enter the SSN number in the “Seeker SSN” field.
- 4) Enter the date of the referral appointment in the “date” field.
- 5) Enter the time of the referral appointment in the “time” field.
- 6) Click “Save”.

The appointment has moved to the DWD counselor’s calendar.

NOTE: The default for the duration of the appointment is one hour. In most instances, that will be sufficient.

DWD Functions

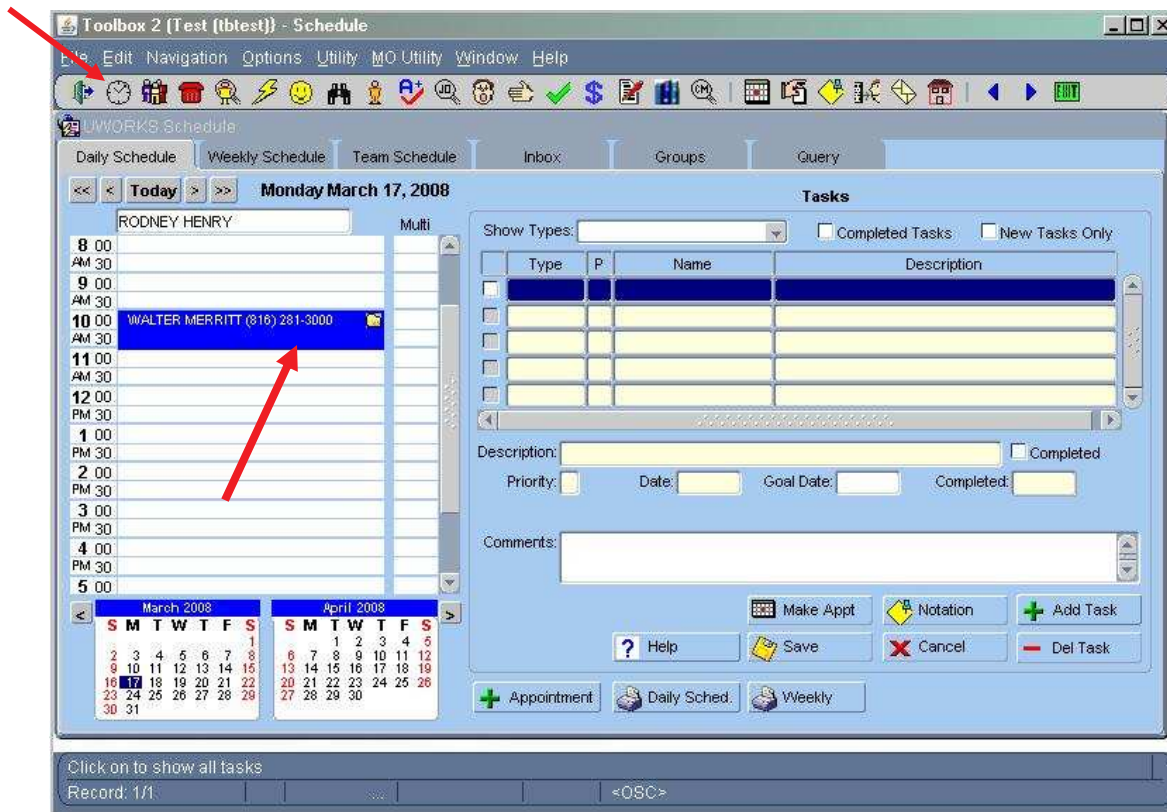


Figure 6: Counselor's Toolbox Calendar

Finding a MRP referral appointment on the DWD Staff's Calendar

Step-by-Step:

- 1) Click on the clock icon in the toolbar.
- 2) Click on the calendar month and date to find the calendar appointment.
- 3) Double click on the appointment to open it.

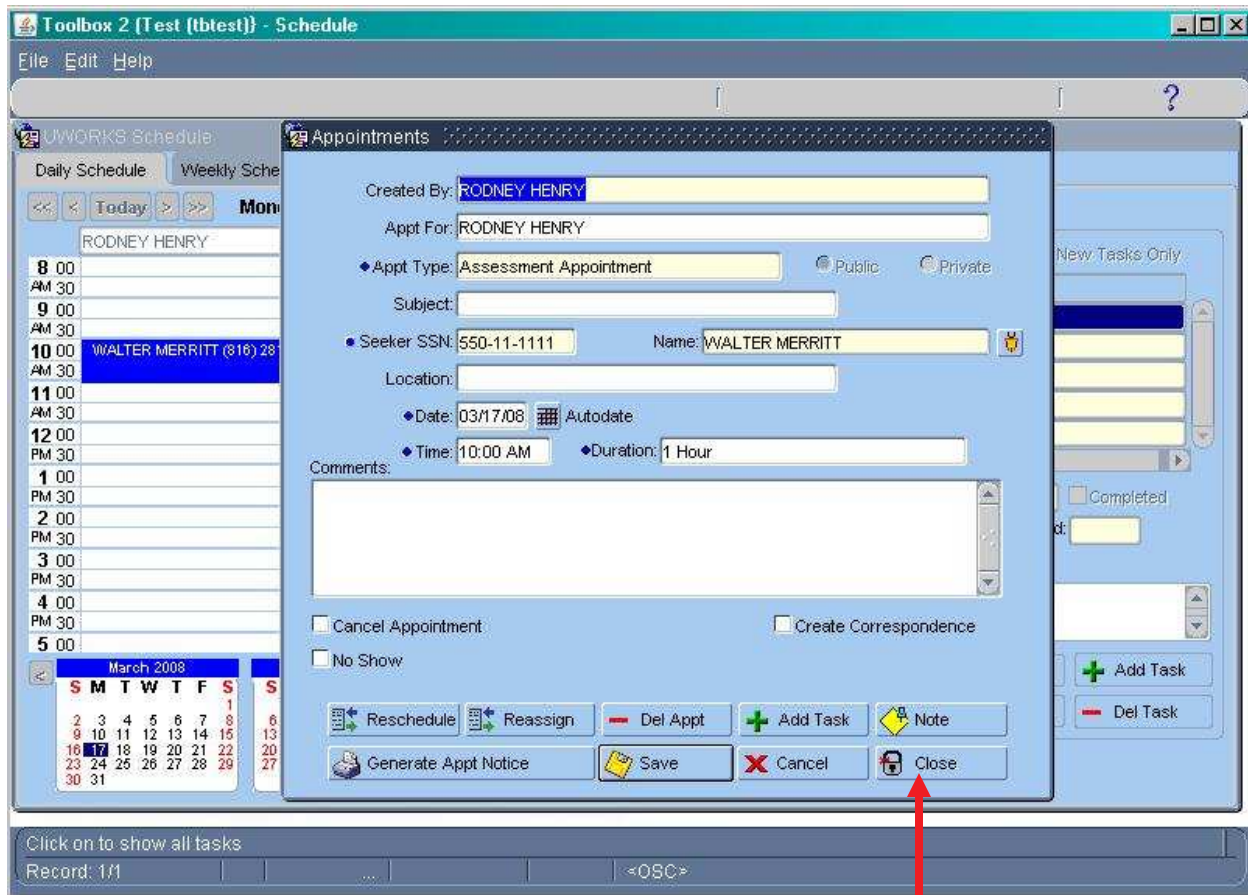


Figure 5: DWD Counselor's Calendar Appointment

NOTE: On this screen, you can reschedule or reassign the appointment.

Keep the appointment as scheduled.

Step-by-Step:

- 1) To keep the appointment as scheduled, click "Close".

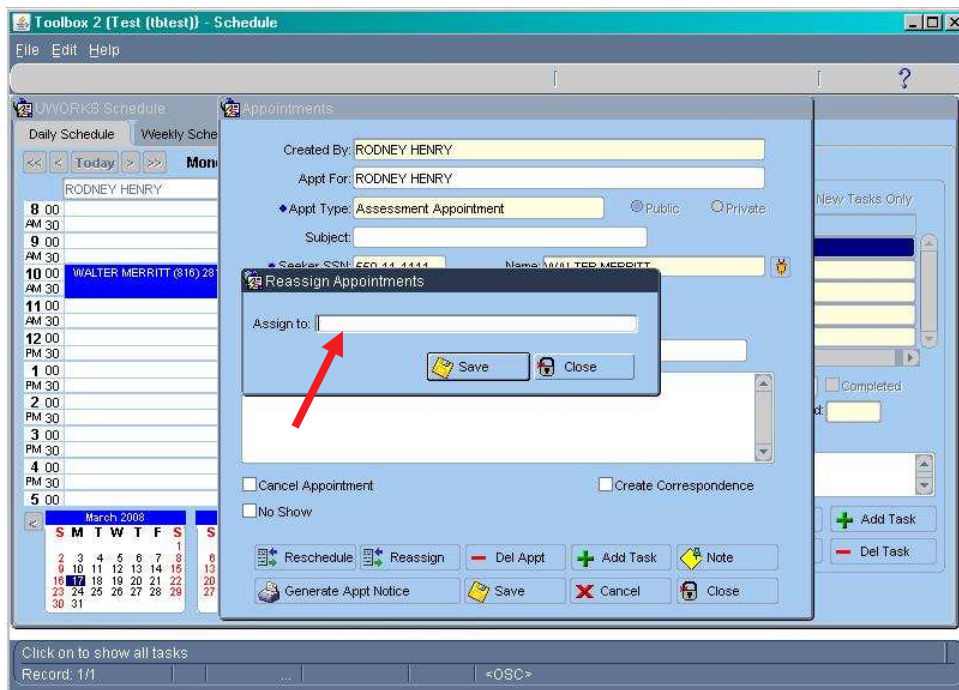


Figure 5: Reassigning the appointment

Reassign the appointment

Step-by-Step:

- 1) To reassign the appointment click “Reassign”.
- 2) Double click in the “assign to” field.
- 3) Click to select the desired name.
- 4) Click “Save”.

The appointment will disappear from your calendar and move to the selected individual’s calendar. Once the appointment has been accepted, generate an E-mail to the DOC staff requesting the appointment that includes the date and time of the appointment.

REMINDER: Do not press enter on your keyboard during this step.

Note: Currently, you cannot reassign to anyone outside of your location. With future enhancements, you will be allowed to move the appointment to another location.